



Department of Medical Assistance Services
600 East Broad Street, Suite 1300
Richmond, Virginia 23219

www.dmas.virginia.gov

MEDICAID MEMO

TO: All Pharmacy Providers in the Virginia Medical Assistance Program

FROM: Cynthia B. Jones, Director
Department of Medical Assistance Services

MEMO: Special

DATE: 5/15/2015

SUBJECT: Virginia Governor's Access Plan for the Seriously Mentally Ill (GAP) — Pharmacy Services

Beginning January 1, 2015 the Department of Medical Assistance Services (DMAS) began a two-year, state-wide §1115 demonstration waiver, entitled the *Virginia Governor's Access Plan for the Seriously Mentally Ill (GAP)*. It offers a limited yet targeted package of benefits for individuals who have a serious mental illness (SMI) as set out by DMAS and the Department of Behavioral Health and Developmental Services (DBHDS) and specific income and other eligibility requirements.

The GAP pharmacy benefits are the same as Medicaid except GAP members do not have any copay responsibility. DMAS recently learned that the VAMMIS system was returning a co-pay for pharmacy providers to collect from GAP members. This is an error. We have corrected the system and pharmacy claims submitted for GAP members will not be returned with a co-pay, as of March 30, 2015.

For your reference, we have attached a GAP ID card. Please note that it has the BIN listed on it (010900) for the GAP benefit plan. (Same BIN as Medicaid)

When an individual is determined to be eligible for GAP, they are sent an eligibility notification letter which includes their GAP ID number. We have learned that some pharmacies are not honoring that letter and are charging the GAP member for their prescriptions. That too is an error. Pharmacies should not charge GAP eligible individuals for their prescriptions that are part of the DMAS formulary. Providers should confirm eligibility using the VAMMIS system each time a member presents for services. Please see below regarding VIRGINIA MEDICAID WEB PORTAL for specific information on confirming eligibility.

MEMBER CO-PAY REIMBURSEMENT

DMAS has and will continue to conduct GAP member and stakeholder education efforts. Part of this training is to clarify that GAP members are not subject to any copay responsibility. GAP members that have paid co-pays on pharmacy services may return to the pharmacy with their receipt and request a refund for any co-pays paid "out of pocket" in error. While in most cases this is a matter of only a few dollars per member, for this population a few dollars may be what helps them get to their next medical appointment or to their next prescription refill.

Upon the GAP member's co-pay refund request, pharmacies must reverse the pharmacy claim then resubmit the claim to Virginia Medicaid in order to re-coup the full reimbursement from DMAS. The pharmacy must then reimburse the GAP member the co-pay that was previously collected for the claim. We apologize for the co-pay error and appreciate your cooperation to honor any reimbursement requests presented to your pharmacy from the GAP members.

Pharmacy billing instructions are available in the DMAS Pharmacy Manual, available on the DMAS provider portal at: <https://www.virginiamedicaid.dmas.virginia.gov/wps/portal>. Information regarding the Medicaid Preferred Drug List (same for GAP) or for the complete clinical edit criteria for each drug class can be accessed on the DMAS website at www.virginiamedicaidpharmacyservices.com/. Virginia's PDL can be found at http://www.dmas.virginia.gov/Content_pgs/pharm-pdl.aspx or <https://www.virginiamedicaidpharmacyservices.com/>. In addition a copy of the PDL can be obtained by contacting the Magellan Clinical Call Center at 1-800-932-6648.

GAP PROVIDER EDUCATION AND OUTREACH

Information regarding upcoming trainings and town hall meetings will be posted to the DMAS and Magellan of Virginia websites. Recorded WebEx's will also be posted to both websites. A fact sheet, Frequently Asked Questions, GAP benefit chart, and a listing of non-covered services under the GAP Program are posted on the DMAS webpage under the GAP program or at http://www.dmas.virginia.gov/Content_pgs/GAP.aspx.

General questions regarding the GAP Program may be e-mailed to BridgetheGAP@dmas.virginia.gov.

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access medical and pharmacy information, GAP member eligibility, claims status, payment status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

Additional information regarding medical service authorization information may be found at <http://dmas.kepro.com> or http://www.dmas.virginia.gov/content_pgs/pa-home.aspx. Providers may also access service authorization information including status via KePRO's Provider Portal at <http://dmas.kepro.com>.

MEDICAL AND PHARMACY "HELPLINE"

The DMAS "HELPLINE" is available to answer medical and pharmacy questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

GAP Member Eligibility Card

FRONT



Commonwealth of Virginia
Department of Medical Assistance Services



Rx BIN # 010900

Member ID: 000000000000

Member Last Name, First Name, Middle Initial

DOB: MM/DD/YYYY

No copay required for covered services

GAP provides limited benefits

Some exclusions include: Inpatient, emergency room, and most outpatient hospital procedures

A list of covered and non-covered benefits is available at:
www.dmas.virginia.gov/Content_pgs/GAP.aspx

Behavioral Health Services:

- **Member Services/Crisis Line: 1-800-424-4279 (available 24/7)**
- Eligibility: www.MagellanProvider.com
- Providers: 1-800-424-4046
- Behavioral Health Authorizations are administered through Magellan: www.MagellanofVirginia.com

Medical Services:

- Member Helpline: 804-786-6145 (available 8 to 5 Mon – Fri)
- Eligibility: www.virginiamedicaid.dmas.virginia.gov or call MediCall at 1-800-772-9996
- Provider Helpline: 1-800-552-8627 (available 8 to 5 Mon – Fri)
- Medical Authorizations are administered through KEPRO: www.dmas.kepro.com

*Fraudulent use of this card may result in criminal prosecution and loss of benefits.
This card does not entitle the cardholder to any benefits.*

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